Home Care REFERRAL REGISTRY of Washington State

Scoring Key:
1 = Strongly Disagree
2 = Disagree
3 = Neutral
4 = Agree
5 = Strongly Agree

Consumer Satisfaction - Overall Average Score by Question
Jan - Dec 2009

	Q1	Q2	Q3	*Q4	Q5
	4.39	4.13	4.00	3.95	4.25

Questions:

Q1 = Registry staff was prompt, reliable and friendly

Q2 = Received a list of IP's within 48 hours

Q3 = Referral list was up-to-date and correct

Q4 = I was able to hire from the Registry

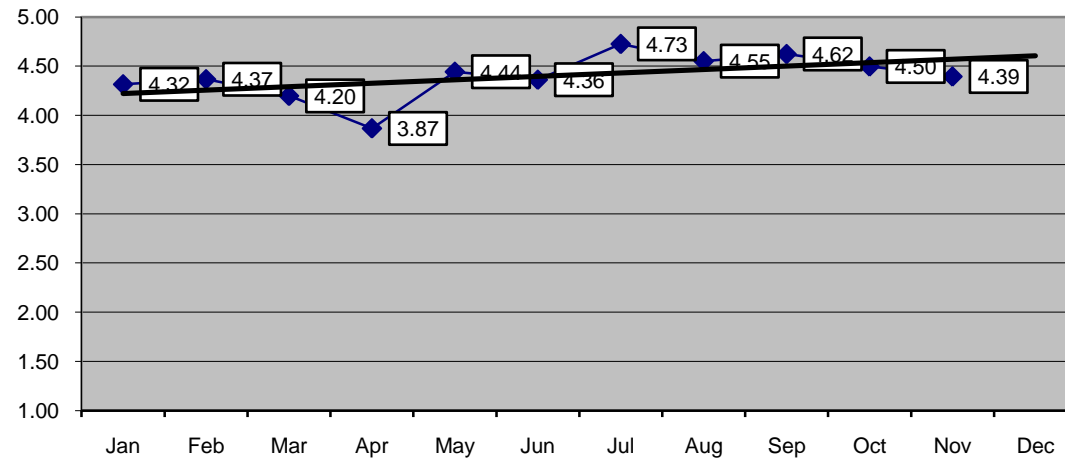**Q5** = My overall experience was good and I would use again.
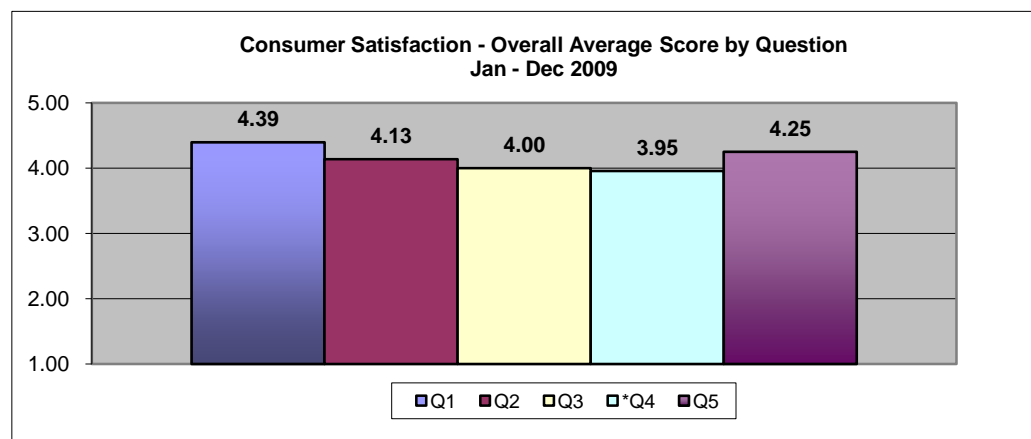
Average Score by Question 2009					follow-up call			*Q4 - Hired IP		
Question:	Q1	Q2	Q3	*Q4	Q5	yes	no	n/a	yes	no	n/a
Jan	4.32	4.01	3.78	3.74	3.93						
Feb	4.37	4.05	3.63	3.26	4.13						
Mar	4.20	4.17	4.15	3.90	4.32						
Apr	3.87	3.43	3.57	3.43	3.80						
May	4.44	4.34	4.24	3.93	4.16						
Jun	4.36	4.15	3.91	3.84	4.28						
Jul	4.73	4.15	4.44	4.51	4.57	93%	7%	0%	73%	13%	13%
Aug	4.55	4.52	3.97	4.11	4.51	77%	10%	13%	49%	14%	37%
Sep	4.62	4.00	4.00	4.25	4.41	76%	19%	5%	81%	16%	3%
Oct	4.50	4.52	4.29	4.56	4.37	88%	9%	3%	88%	12%	0%
Nov	4.39	4.13	4.00	3.95	4.25	46%	11%	43%	77%	18%	5%
Dec											
Avg/Quest	4.39	4.13	4.00	3.95	4.25	76%	11%	13%	73%	15%	12%

Question 1- Registry staff was prompt, reliable and friendly

2009 Question:	Q1
Jan	4.32
Feb	4.37
Mar	4.20
Apr	3.87
May	4.44
Jun	4.36
Jul	4.73
Aug	4.55
Sep	4.62
Oct	4.50
Nov	4.39
Dec	0.00

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Question 2 - Received a list of IP's within 48 hours

2009 Question:	Q2
Jan	4.01
Feb	4.05
Mar	4.17
Apr	3.43
May	4.34
Jun	4.15
Jul	4.15
Aug	4.52
Sep	4.00
Oct	4.52
Nov	4.13
Dec	0.00

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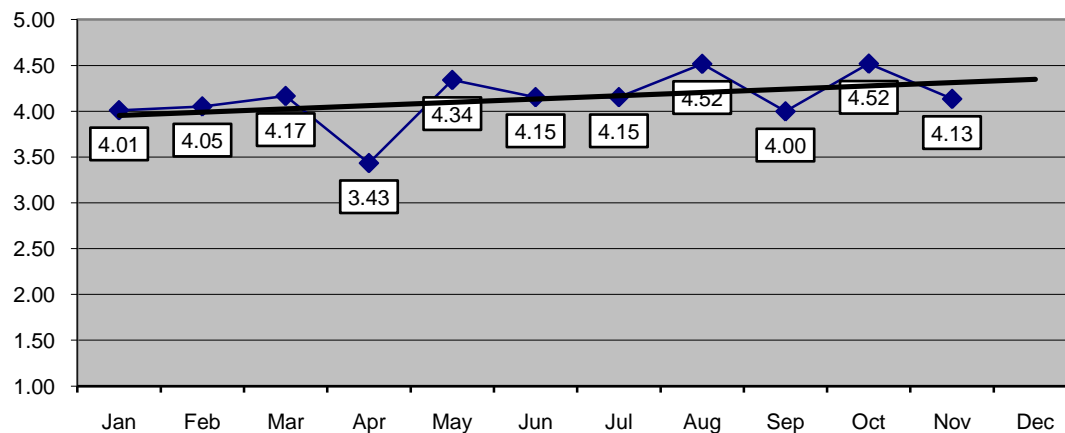
2009	Question:	Q3
Jan		3.78
Feb		3.63
Mar		4.15
Apr		3.57
May		4.24
Jun		3.91
Jul		4.44
Aug		3.97
Sep		4.00
Oct		4.29
Nov		4.00
Dec		0.00

Question 3 - Referral list was up-to-date and correct

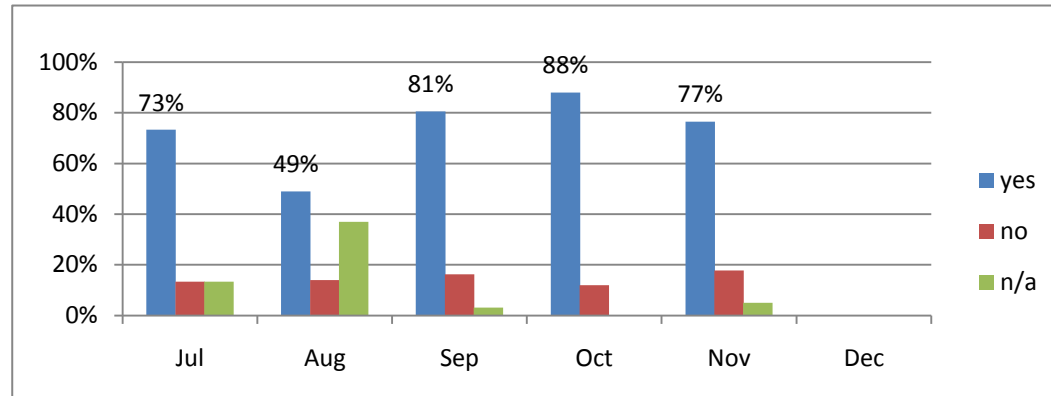| 2009	Question:	Q4*
Jan		3.74
Feb		3.26
Mar		3.90
Apr		3.43
May		3.93
Jun		3.84
Jul		4.51
Aug		4.11
Sep		4.25
Oct		4.56
Nov		3.95
Dec		0.00
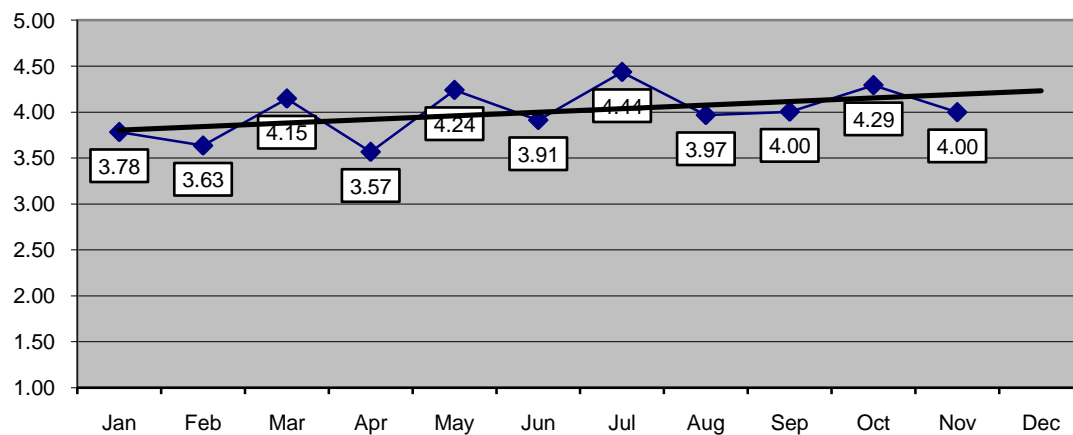
Question 4 - I was able to hire from the Registry * (See chart detail below)
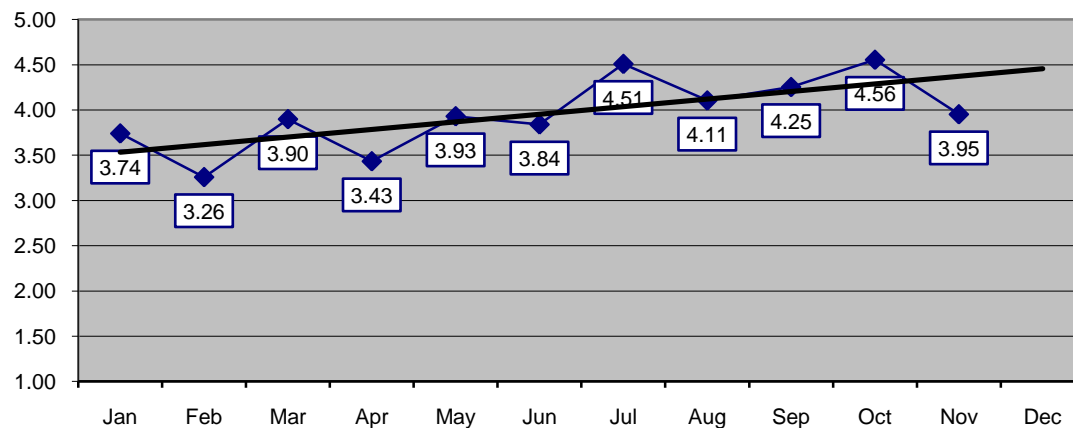
*Question 4: I was able to hire someone from the Referral Registry
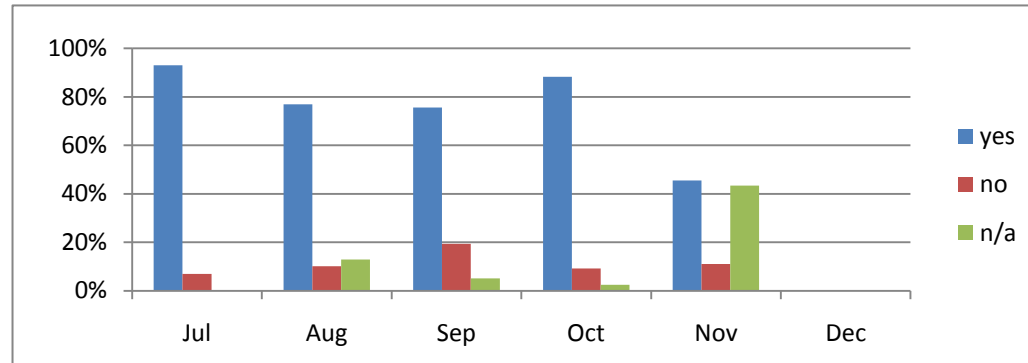

2009	Question:	Q5
Jan		3.93
Feb		4.13
Mar		4.32
Apr		3.80
May		4.16
Jun		4.28
Jul		4.57
Aug		4.51
Sep		4.41
Oct		4.37
Nov		4.25
Dec		0.00

Question 5 - My overall experience was good and I would use again
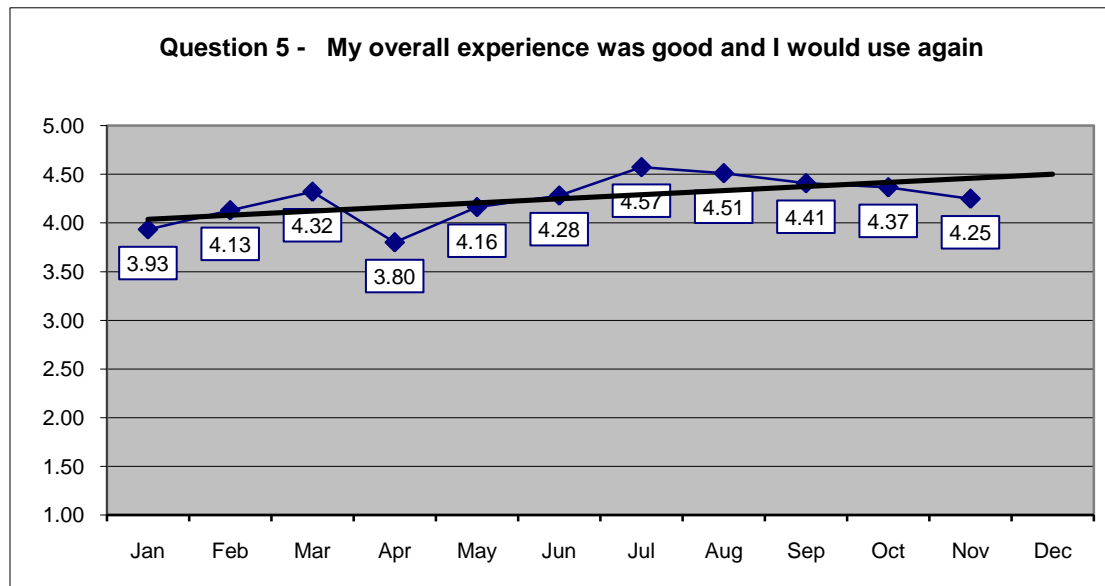
Question: **I recevied a follow-up call from the Regsitry Coordinator**

(end)